



QUALITY POLICY

The Management of M.H Sherbiny for Commerce - Industrial Services recognise that quality is an integral part of the management function and are committed to improving the quality of our services. MHSC is committed to:

- Protecting the owners' equity.
- Provide high quality and reliable services by maintaining quality leadership in every project, and maintaining a healthy safety culture.
- Treating every piece of equipment being serviced in the M.H Sherbiny for Commerce - Industrial Services with care, attention, and concern.
- Using accurate, calibrated and certified tools and devices in our operations.
- Having and keeping competent technical personnel, qualified to handle any project we engage in.
- Continually improving our quality and technological base in the pursuit of excellence in customer satisfaction.
- Maintaining agile logistical capabilities to meet our customer requirements and thus improving profitability.
- Continually improve quality and reduce cost and waste.
- Exceed our customers expectation and requirements.
- The continuous improvement of our quality management activities and system.
- Ensuring that our business is conducted in line with all applicable laws and regulations.
- Establishing and following a quality management system that complies with the ISO 9001 2015 standard, and all other applicable requirements.
- To providing all necessary resources for the effective implementation of the quality management system.
- Communicating the quality policy and the quality management system internally and to our partners and interested parties when required.
- Ensuring that all activities as described in the QMS are adhered to.
- Reviewing the system when a need or opportunity for improvement is identified in order to improve its effectiveness.
- Encouraging our employees and our partners to participate in the continuous improvement process.
- Establishing measurable and time bound quality objectives, documented and monitored through the Management Review Process.

Al-Khobar, 28 August 2019

Majed Sherbiny
Chief Commercial and Operations Officer